



MONTANA STATE HOSPITAL POLICY AND PROCEDURE

MEDICAL RECORDS FACSIMILE TRANSMISSION

Effective Date: September 1, 2002

Policy #: HI-08

Page 1 of 3

- I. PURPOSE:** To insure patient confidentiality is protected when transmitting patient information to internal and external locations.
- II. POLICY:** Patient information will be transmitted via facsimile transmission (fax) when this procedure is in the best interests of fostering immediate patient care.
- III. DEFINITIONS:** None
- III. RESPONSIBILITIES:**
 - A. Health Information: Verify appropriate authorization to release, log all released information and receipt of requested information, route documents to necessary staff.
 - B. Clinical staff: Document information transmitted or notify Health Information Release of Information Clerk of information sent.
- V. PROCEDURE:**
 - A. Transmitting documents from the medical record:
 - 1. Except as allowed by law, a properly completed and signed authorization to release information will be obtained prior to the disclosure by fax. An authorization to release information transmitted via fax machines is acceptable, but a request will be made for the original to be mailed to MSH.
 - 2. A facsimile Transmission Cover sheet will be the first page of every document transmittal
 - 3. When medical record information is faxed the following will be documented:
 - a. The information faxed.
 - b. Destination of faxed information.
 - c. Date fax sent.
 - d. Health Information staff will document this information in the correspondence log and on the authorization for release of information or the fax cover sheet in lieu of an authorization.
 - 4. Clinical staff are encouraged to have all patient information sent by the Health Information Service.

5. Clinical staff faxing patient records will document the information sent to other providers in the progress notes or notify Health Information Staff of the following.
 - a. The information faxed.
 - b. Destination of faxed information.
 - c. Date fax sent.
 - d. Health Information staff will document this information in the correspondence log.
- B. Documents prohibited from transmission.
 1. Any patient care document reflecting AIDS/HIV related conditions.
 2. Sexually transmitted diseases.
- C. Sending Request for information to other providers:
 1. Send the original request by mail after it is faxed.
 2. Place a copy of the request along with the fax cover sheet and receiving slip in the medical record.
 3. Document in correspondence log.
 - a. Destination of faxed request for information
 - b. Date of fax
- D. Receiving faxed documents:
 1. Only approved facility personnel are authorized to monitor the fax machine and receive information.
 - a. Health Information, Admitting clerk and coordinator, ward secretaries, nursing and clinical staff and switchboard operators.
 2. Documents will be removed immediately from the machine, pages counted and any instructions verifying receipt of documents followed.
 3. Documents transmitted on thermal paper will be copied onto plain paper because thermal paper fades quickly. The thermal paper copy will then be destroyed.
 4. Faxed documents will be distributed according to their instructions.
- E. Misdirected Fax:
 1. If a fax transmission fails to reach the recipient, the internal logging system of the fax machine will be checked to obtain the recipient's fax number.

Montana State Hospital Policy and Procedure

MEDICAL RECORDS FACSIMILE TRANSMISSION

Page 3 of 3

2. If fax is to an incorrect fax number, fax an explanation about the misdirected information, and request destruction of all documents received.
 3. Notify the Director of Information Resources of all incidents of misdirected fax.
- F. Location of equipment shall be in areas where the security of the data is ensured.
- a. Health Record department in the release of information section.
 - b. Patient care units in restricted area of nursing station.

VI. REFERENCES: None

VII. COLLABORATED WITH: Discipline Chief of Social Work Services; Psychology Discipline Chief; Director of Nursing Services; Director of Treatment and Rehabilitation

VIII. RESCISSIONS: #HI-08, *Medical Records Facsimile Transmission* dated February 14, 2000; HOPP #HI-07-97-N, *Medical Records – Facsimile Transmission*, dated February 24, 1997.

IX. DISTRIBUTION: All hospital policy manuals.

X. REVIEW AND REISSUE DATE: September 2005

XI. FOLLOW-UP RESPONSIBILITY: Director of Information Resources

XII. ATTACHMENTS: A. [Facsimile Transmission Cover Sheet](#)

_____/____/____
Ed Amberg
Hospital Administrator Date

_____/____/____
Billie Holmlund, RHIA
Director of Information Resources Date

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES
MONTANA STATE HOSPITAL



GOVERNOR

JUDY MARTZ

EDWARD AMBERG
HOSPITAL ADMINISTRATOR

STATE OF MONTANA

www.dphhs.state.mt.us
(406) 693-7000
FAX (406) 693-7069

PO Box 300
WARM SPRINGS, MT 59756-0300

FACSIMILE TRANSMISSION COVER SHEET

TO:

NAME OF INDIVIDUAL

FAX:

FROM:

NAME OF INDIVIDUAL

PHONE#

MONTANA STATE HOSPITAL

Office, Bureau, Division, Department

FAX:

406-693-7160

NUMBER OF SHEETS INCLUDING COVER SHEET:

___ DELIVER ASAP

___ WILL SEND ORIGINAL RELEASE IN MAIL

___ IF THIS FAX IS ACCIDENTALLY RECEIVED BY AN INAPPROPRIATE FAX #, PLEASE
CALL 406-693-7173.

___ WILL SEND ORIGINAL RELEASE IN MAIL

"This transmittal consists of information which may be confidential according to state and federal law. These documents are intended for the viewing and use of the person requesting the information and named on this facsimile transmittal sheet. If the reader of this message is not the person named on this facsimile transmittal sheet, please be notified that any use, dissemination, distribution, or copying of this information is strictly prohibited by state and federal law, and may result in a penalty. If you have received this communication in error, please phone the person named on this transmittal sheet as the sending party or contact Health Information at 406-693-7173 to report the transmission error. Thank you for your cooperation."